

**Utilities**

electric • stormwater • wastewater • water

222 Laporte Ave.

PO Box 580

Fort Collins, CO 80522-0580

970.212.2900

V/TDD: 711

utilities@fcgov.comfcgov.com/utilities

November 2016

Dear Valued Customer:

This letter is to inform you of a billing change to your Fort Collins Utilities account(s).

Beginning in December, Utilities will bill for calendar month consumption on all commercial accounts. With this format, your utility bill will represent the previous month's use and will be mailed within the first full week of each month.

This change will streamline administrative processes and address customer requests to receive multiple utility bills at the same time each month.

Your December bill will be mailed the first full week of the month and will be affected in one of the following ways, depending on your billing cycle:

- Your bill may be smaller, as it represents fewer days in the previous billing cycle.
- Your bill may be larger, as it includes 1-10 additional days in the previous billing cycle.

As a reminder, City Council is reviewing proposed rate increases in November. Any approved changes will be reflected on your February bill, which represents January's consumption at the new 2017 rates. More information will be provided in early December.

To help your business save time and money, Utilities offers a variety of programs, including e-Bill, Monitor My Use and Efficiency Works. An Efficiency Works brochure has been included, explaining program details and incentives available to Utilities customers. Visit fcgov.com/conserve to learn more.

If you have questions or concerns about this information, please contact an account representative listed below.

Sincerely,

A handwritten signature in black ink that reads "Lucas Mouttet".

Lucas Mouttet
Customer Accounts Manager

Barb Andrews
bandrews@fcgov.com
Strategic Accounts Specialist
970-221-6394

Wendy Serour
wserour@fcgov.com
Strategic Accounts Specialist
970-416-2311